

**HIT Training Ltd**  
**Customer Service~ Leading by example**  
**Day 2**

*Customer Service Professional Programme the 2 day programme is designed for personnel who are supporting others to deliver customer service, it is ideal for Shift/Team leaders and Supervisors*

Pre-joining, HIT Training will require learners' details and name and address to check eligibility and we will ask participants to complete a simple enrolment form

**Duration ~ 2 days**

Please note these are 2 full days and to achieve accreditation, participants will be expected to complete a simple assessment at the end of the programme. Participants will undertake the excellence on the front-line training day, followed by the leading by example day

The HIT Trainer post the course will contact the employer and participants to check on the impact of the training

The 2 day programme has been designed as a result of People 1<sup>st</sup> research into world class customer service skills, visit the website [www.hospitalityskillsacademy.co.uk](http://www.hospitalityskillsacademy.co.uk) to find out more about the smiles programme and world class customer service



This programme is interactive and encourages participants to draw on their own experience. At the end of the programme, participants will be able to:

- Describe the role of the supervisor in leading by example when delivering excellent customer service
- Explain the impact of customer service on the performance of the business
- Identify and apply simple techniques to monitor the delivery of customer service against organisational standards
- Describe how coaching sessions can be implemented to improve the delivery of customer service
- Describe how feedback to the team can support service improvements
- Explain how teamwork aids service excellence

The day's input covers the following modules:

***The Challenge of Supervision this module includes:***

Understanding your crucial role in supervising customer service performance in your place of work

***Facilitating Skills and the use of role models this module includes:***

The application of simple question techniques and the importance of effective listening and feedback to improve the service capabilities of individuals and teams What a role model is and how they are used to develop team dynamics.

***Cascading Skills this module includes:***

Understand the four levels of development and how to complete a training needs analysis. Coaching process, and how it can be used to improve employee performance: Choosing from a range of coaching activities to suit your organisation and team.

***Return on Coaching Investment this module includes***

Compiling your own operational checklists covering all the aspects of procedures and understand how to use different performance evaluation tools to measure the quality of your customer service.

